



THE STATE
of **ALASKA**
GOVERNOR SEAN PARNELL

Department of
Health and Social Services

DIVISION OF PUBLIC ASSISTANCE
Director's Office

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Dear Partners,

We have information we would like to share with you concerning the Medicaid services we provide to our mutual customers. A number of events occurring simultaneously are temporarily causing a delay in the processing of Division of Public Assistance (DPA) applications.

1. Each month the Division receives literally thousands of Medicaid applications, renewal requests and reports of change. With the roll-out of the Affordable Care Act is also experiencing a high number of applications for health insurance; many of which may qualify for Medicaid.
2. Medicaid policy changes effective January 1, 2014 add significant complexity to the eligibility determination process.
3. The division's implementation of a state of the art eligibility system called Alaska's Resource for Integrated Eligibility Services (ARIES), designed to automate much of the eligibility process, has been delayed. A mitigation plan requiring manual, time intensive application processing has been implemented.
4. Staff is trained in the new Medicaid policies and in the manual eligibility process, but all relevant data then needs to be entered into the legacy Eligibility Information System in order to issue benefits and notices. This essentially triples the amount of time normally needed to process an application.

We estimate that it will take a minimum of four weeks to address the backlog of Medicaid applications. During this time of transition, we are asking for your support and assistance by informing our mutual clients about ways they can help us ensure their application, review or report of change is processed as quickly as possible.

Some possible helps are:

- Encourage the customer to completely fill out the DPA application for services (Gen 50 C) or the Eligibility Review Form (Gen 72) and sign it. They can also apply for Medicaid on line through their myAlaska account.
- Advise them their benefit start date is protected and not adversely affected by delays in processing of their application.
- Inform the customer of required verification they can provide to avoid delays processing their application or review, such as:
 - Proof of Citizenship: e.g.: original Birth Certificates, U.S. passport, original Certificate of Naturalization

- Proof of Alien status (if applicable): e.g.: copy of front and back of Alien verification Card, I-94 form
- Proof of their household's monthly income: e.g.: copy of 2 – 3 current paystubs, statement from employer showing pay history, tax records or bookkeeping records if self-employed
- Encourage the customer to call 1-888-804-6330 to check the status of their application

Thank you very much for your assistance in this matter, I appreciate any support and assistance that your organization can provide. Please rest assured that we are using all available personnel and technologies to serve our customers as quickly as possible.

If you have any questions, please call _____ at _____.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Ron Kreher', with a long horizontal flourish extending to the right.

Ron Kreher, Director